GOVERNMENT OF INDIA
EXTERNAL AFFAIRS
LOK SABHA

UNSTARRED QUESTION NO:1657
ANSWERED ON:28.11.2007
INSPECTION OF PASSPORT OFFICES
Patel Shri Jivabhai Ambalal;Thummar Shri Virjibhai

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

(a) whether the passport offices in various States are inspected regularly;

(b) if so, the details of inspection of passport offices conducted during each of the last three years alongwith the outcome thereof, State-wise; and

(c) the remedial measures taken by the Government on the basis of the findings of the inspection?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS (SHRI E. AHAMED)

(a) & (b) Yes. A list of passport offices inspected during the last three years is enclosed as annexure. During the inspections of Passport Offices, shortcomings falling in the following major categories have been noticed:

i. not conducting proper scrutiny of applications at the time of receipt of the same;
ii. not making special arrangements for Tatkal cases;
iii. delays in despatch of Personal particular forms to Police Authorities;
iv. instances of delays in the granting and issue of passports after receipt of clear Police Verification Reports;
v. wrong 'Emigration Clearance Required' (ECR) endorsements;
vi. delays in despatch of passports;
vii. absence of prompt redressal of grievances of passport seeking public;
viii. absence of requisite amenities for passport applicants.

(c) After each inspection, a list of shortcomings noticed is sent to the concerned Passport Office with the instructions to take prompt remedial steps. Major shortcomings are also brought to the notice of all Passport Offices through periodic circulars so that suitable steps could be taken to avoid the same.